


**FORM A-1**  
**DETAILS OF DELIVERY UNIT/OFFICE PERFORMANCE INDICATORS AND TARGETS**

LWD NAME: **BONGABON WATER DISTRICT**

Major Final Outputs/Responsible Bureaus (1)	Performance Indicator 1 (2)	FY 2020 TARGET for Performance Indicator 1 (3)	FY 2020 ACCOMPLISHMENT for Performance Indicator 1 (4)	Performance Indicator 2 (5)	FY 2020 TARGET for Performance Indicator 2 (6)	FY 2020 ACCOMPLISHMENT for Performance Indicator 2 (7)	Performance Indicator 3 (8)	FY 2020 TARGET for Performance Indicator 3 (9)	FY 2020 ACCOMPLISHMENT for Performance Indicator 3 (11)	Performance Indicator 4 (12)	FY 2020 TARGET for Performance Indicator 4 (13)	FY 2020 ACCOMPLISHMENT for Performance Indicator 4 (14)	Remarks (15)
<b>A. Water Facility Service Management</b>													
BWD MANAGEMENT	PI 1 (Quantity) Access to Potable Water  Percentage of households with access to potable water against the total number of household within the coverage of the LWD	45%	46.00%	PI 2 (Quality) Reliability of Service  Percentage of household connections receiving 24/7 supply of water	100% of household connection receiving 24/7 supply of water.	100% of household connection receiving 24/7 supply of water.	PI 3 (Timeliness) Adequacy  Source Capacity of LWD to meet demands for 24/7 supply of water	1.3 : 1	3.44 : 1	PI 4 COVID-19 Response measures  - Wash hand facilities - Water delivery services - Public information drives - Sanitation and hygiene - Issuance of health protocols - Other resiliency program/s to mitigate COVID-19	- Wash hand facilities - Water delivery services - Public information drives - Sanitation and hygiene	- Wash hand facilities - Water delivery services - Public information drives - Sanitation and hygiene	
<b>B. Water Distribution Service Management</b>													
BWD MANAGEMENT	PI 1 (Quantity) NRW: NRW should not exceed 30%  Percentage of unbilled water to water production.	30%	12.9%	PI 2 (Quality) Potability  92 samples of Bacteriological Test 12 samples of Physical-Chemical  Actual Residue: 0.30 ppm	96 samples of Bacteriological Test  1 samples of Physical-Chemical  Actual Residue: 0.30 ppm	112 samples of Bacteriological Test  9 samples of Physical-Chemical  Actual Residue: 0.300ppm	PI 3 (Timeliness) Adequacy/reliability of Service  Average response time to restore service when there are interruptions due to line breaks and/or production equipment or facility breakdown as reflected in the CSC - approved Citizen's Charter of LWD.	Minor Repair: 4 hrs. 25 mins	Minor Repair: 1.55 Hrs.				
<b>C. Support to Operations (STO)</b>													
BWD MANAGEMENT	PI 1 Staff Productivity Index  Categories A, B, & C = 1 staff for every one hundred twenty (120) service connections. Category D = 1 staff for every one hundred (100) service connections.	BWD Staff Productivity Index  1 : 120	BWD Staff Productivity Index  1 : 410	PI 2 Affordability Reasonableness/Affordability of water rates. Water rate for the 1st cu.m. must not exceed 5% of the average income of LIG. Water rates should be LWUA-approved.	LIG / BWD Minimum Rate = 5% of LIG	LIG = P 10,920.00 BONGABON WD MINIMUM RATE P 265.00 2.43% of LIG	PI 3 Customer Satisfaction 1. Compliance with RA No. 11032 or –the Ease of Doing Business (EODB) and efficient Government Delivery Service Act of 2018  2. Percentage of customer complaints acted upon against received complaints.  Complaints through hotline #8888 acted upon within 72 hours  3. Complaints received through the WD customer service unit within the period prescribed by ARTA and other issuances.	Compliance to CSC Memo No. 14-2016.  100% of customer complaints acted upon against received complaints.  100% of customer complaints acted upon against received complaints.	compliance  ZERO COMPLAINT  1,047 complaints acted upon against 1,047 complaint received				
<b>D. General Administration and Support Services (GASS)</b>													
BWD MANAGEMENT	PI 1 Financial viability & sustainability Collection Efficiency ≥ 90%  Positive Net Income Balance  Current Ratio = ≥1.5:1	Collection Ratio: > 90%  Positive Net Balance in the Average Net Income for twelve (12) months;  Current Ratio = ≥ 1.5:1	Collection Ratio: 93.6%  Mo. Ave.NI = P12,761,230.71  Current Ratio: 4:1	P2 a.Compliance with COA reporting requirements  b.Compliance w/ LWUA reporting requirements in accordance to content & period of submission	100% compliance Submitted on March 30, 2020  100% compliance	100% compliance Submitted on February 12, 2020  100% compliance							

Prepared / Recommending Approval:

  
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